

**SAGE Retreat Working Planning Document**  
**Getting together to put it together, together**  
**August 15, 2008**  
**KP Facilitators DRAFT**

*Goal: To begin to realign ourselves and focus our activities to effectively and efficiently finalize a statewide transformation of a CMH system of care in WY by:*

- *Understanding and agreeing to implement the grant requirements;*
- *Agreeing to the populations we wish to serve at the local and state level for the purpose of the grant and with the level of resources needed for their success;*
- *Discussing the best application of our individual and shared financial and other resources to achieve this goal;*
- *Establishing a decision making structure that is understood and affords transparency and participation to youth and their families.*
- *Creating a permanent and regular communication process that insures all voices are heard and information is regularly communicated and resolved*
- *Identify critical next steps toward implementing course corrections*
- *Market significant decisions made and plans to federal partners and local stakeholders*

## **Agenda** **August 28, 2008**

### **1:00 – 1:45 Welcome and Introductions --**

Initial welcome and housekeeping (mention the Question Box) and introduction of Carolyn and Fran-**Mary**

Group warmer-**Carolyn and Fran**

Introduction of overall goal (See above) and introduce Rodger-**Mary**

Rodger States outcome below and then discusses items in detailed agenda.

- a) This is a critical time, pivotal point, new energy and momentum, urgency
- b) Repair work but what are the hell are we doing here...needs to be a primary focus.
- c) We need to focus on the grant goals, the population, and a focused strategy to meet those goals.
- d) We are putting critical communication elements in place, but remember that we may need to make minor changes as the strategy becomes more sharpened.
- e) Families and youth need us to be successful
- f) Everything can be discussed, nothing left on the table
- g) Create self awareness and promote self reflection vs. finger pointing
- h) Jody and Keith will make you feel uncomfortable and push you
- i) "No" and "I don't know" are acceptable.

PRODUCT: Flow of communications and decision-making structure and process

PRODUCT: Role clarification and org chart

PRODUCT: Population of Focus

PRODUCT: Next steps for grant goal and population focus strategy

**Outcome:** Why we are here and what we need to do together

### **1:45 – 2:30 Setting the Stage for the Retreat –**

Introduction of Jody and Keith's Role as Facilitators- **Rodger**, set the stage a little bit about our role as helpers but that SAGE owns it. Anything else Rodger or Mary want to say about our role or who we are.

**Keith and Jody-**

- a. More detailed introduction of our experience
- b. Some of our history in Wyoming
- c. Re-enforce or add to some of the things that Mary and Rodger said about a critical time, transparency, etc.

- d. Facilitators Role: Staff and Policy Team members will be reviewing information and setting the stage for each section, We will then facilitate the conversation and move to a decision point.
- e. Explain the gradients of agreement and how we may call on it from time to time to capture the feelings, minority view will not be lost
- f. Explain the parking lot, importance of staying on task while at the same time allow some necessary discussion that is not part of the detailed agenda
- g. We will also be capturing some information on the screen as we go
- h. Questions?
- i. K and J introduce Carolyn and Mary

**Carolyn and Mary** review the **Outcome:** To have a common understanding of what the federal site team has asked us to do and the process by which we will get in alignment with their recommendations. To have a code of conduct by which we work with each other into the future.

- a) Federal site visit report and critical tasks of the retreat and beyond  
**(Carolyn and Mary)**
  - a. Review grant focus – read GFA, RFP and application – All
  - b. Review population focus – All
  - c. Work on state role/state grant team – state in consultation with fed and local partners.
  - d. Work on governance/policy structure - state in consultation with fed and local partners.
  - e. Include families, youth and local sites in planning.
  - f. Grievance Policy – All
  - g. Develop a detailed strategy for next two years – All
  - h. Develop more resources around childcare, mentoring, transportation and respite – New position with all.
  - i. Develop strategy to train, implement and evaluate wrap around services with fidelity.
  - j. DOCUMENT MATCH
- b) Decisions to be made during the retreat. Decisions to be made after the retreat. **(Mike, Mary, Peggy)** Feedback and questions about structure. Parking Lot.
  - Code of Conduct – Strive for consensus – 10 minutes, move to majority vote.
  - Working State and State Contract Team Role– State will provide outline of what the state’s role and the levels of authority should be and what other roles should be. Input and discussion from sites and policy team to work towards consensus. If we are hung up we move to majority vote. Minority and majority view will be forwarded to Feds. Feds and state to make final determination. Remember we may need to revisit this post strategy.

- Working Governance Team Structure– draft presentation with discussion from policy team and sites at retreat. Work for consensus but if hung up, move to majority vote. Minority and majority view will be forwarded to Feds. Remember we may need to revisit this post strategy. Final determination will be made in collaboration with feds.
  - Grant Goals – What is the grant goal for the remaining portion of the grant? Work for consensus but if hung up, move to majority vote. Minority and majority view will be forwarded to Feds. Remember we may need to revisit this post strategy. Final determination will be made in collaboration with feds.
  - What is the population of focus? Work for consensus but if hung up, move to majority vote. Minority and majority view will be forwarded to Feds. Remember we may need to revisit this post strategy. Final determination will be made in collaboration with feds.
  - Grievance Policy – Majority Vote
  - Next Retreat - Developing a Strategy for course correction – Consensus, but use majority vote.
- c) Code of conduct discussion. (Teton County, Peggy and Carolyn)**

K and J facilitate discussion and work toward agreement.

## **2:30 – 3:00 Break**

## **3:00 – 5:00 Roles, Responsibilities and Accountabilities Overview**

**Mary** review the outcomes for this section

**Outcome:** To develop a common understanding of what the past roles have been and what some of the solutions might be to make course corrections in structure/contracts

**Outcome:** To obtain final feedback before state structure is finalized with the federal government.

### **a) Working Statewide Grant Team and Governance Team-Marilyn, Mary, Peggy and Carolyn**

- a. State Grant Team, Who are the state staff, how do they report, feedback on structure, budget, other activities. Who makes what decisions and how.
  - i. State component
  - ii. Uplift component

Expectations on team, expectations from team?

- b. Policy/Governance Team – Final draft

KJ to facilitate conversation and record changes and help to process to a final draft document.

- b) **UPLIFT- Peggy** - Review Year 4 statement of work for family care, clarify what is Systems of Care support. Who reports on the local level to whom, relationship with Uplift's local offices and wraparound in Jackson and Laramie? Expectations on Uplift, expectations from Uplift?
- c) **Community Sites- Mike and Fran**-Review year 4 statement of work. Who reports to whom? What are the essentials of their strategy? Expectations on the communities, expectations from the communities?
- d) **UW-Hats On - Mona** – Review requirements. Expectations on UW, expectations from UW
- e) **WIND – Ken** – Review evaluation criteria. Expectations on WIND, expectations from WIND.

KJ facilitate discussion and work toward agreement.

#### **5:00 – 5:30 PM Finalize Grievance Policy**

**Shanna** and **Carolyn** review outcome then share the grievance policy

**Outcome:** Final grievance policy

K and J facilitate discussion and work toward agreement.

**Adjourn – Dinner for families at the Library**

**August 29, 2008**

#### **8:00 – 8:30 Welcome Back and Review –**

Welcome back and review outcome-Roger

**Outcome:** Review from previous day and warm up for discussion.

Warm up, Carolyn and Fran

Roger-reflect on decisions made day before, Mary add to

K and J share notes from day before (typed up in the evening)

Review days agenda -Roger or Mary

Mary introduces Judge Hartman and review outcome

**Outcome:** A common understanding of where state agencies are in supporting children with mental illness and their families.

Judge Hartman introduce panel and facilitate

**8:45 – 10:00 State Agency Panel on Systems of Care –**

Based upon your legal roles and responsibilities: How do you define the current system of care for the populations that you serve? How would you like to define a future system of care for the populations that you serve? With what agencies do the populations you serve overlap with other agencies? What steps have you taken to cross train, build a common language, or share 'turf' with those agencies? Are you able to share data among overlapping agencies? How are parents and families involved in the planning and delivery of services? Do overlapping agencies share meaningful and measureable outcomes? What are the barriers limiting full integration of services for the populations that you serve? What are the solutions to those barriers? How do you measure success at providing a full system of care? In what ways do the agencies help each other? In what ways do the agencies hinder each other?

- a) Judge Hartman, Moderator
- b) DFS
- c) DOH
- d) DOEd

Save 20 minutes for question and answer. No feel of retribution. Judge Hartman

K and J jump in as needed at the end. Listen intently, identify areas of commonality, overlap and overarching themes across the various departments and then feed that back to them at the close of the session. May ask the tough questions given to us by Mike or out of the question box.

**10:00 – 10:30 Break**

**10:30 – Noon The WY Systems of Care Grant (The WHAT) – Marilyn, Peggy, Rodger**

**Marilyn, Peggy, Rodger review outcome**

**Outcome:** A common understanding of how we got to today and confirm where we want to go together.

- a) Briefly outline the RFP and the year 1 application.
- b) What are the goals of the original application?
- c) What should the goals of the remaining grant be?

K and J facilitate discussion and work toward agreement.

SOT Exercise throughout presentation (Strengths opportunities and Threats)  
Honor the work that has been done before

**Noon – 1:00 PM Lunch**

**1:00 – 2:00 PM (The Who) Population Focus –**

**Lisa**-Review outcome

**Outcome:** A narrowing of the target population at the community and state levels that can be supported by existing or emerging resources and impact can be measurable.

**Lisa.** Mike, Carol S., Emily, Nancy, Shawna. The group begins to facilitate conversation about the following:

- a) Review outcomes per RFP
- b) Review current populations, local and statewide.
- c) Potential populations of focus discussed
- d) Services and resources discussed
- e) How population access services discussed
- f) Waiver population
- g) Capture population of focus, how accessed, next steps

K and J facilitate discussion and work toward agreement.

**2:00 – 3:00 PM Roles, Responsibilities and Accountabilities**

K and J: Outcome: Review the roles responsibilities and accountabilities discussed and insure a general agreement and understanding.

Roles, responsibilities and accountabilities of:

Cabinet Level Governance team:  
Statewide Policy (Management Team)  
State Grant Team, Support Management  
State agencies  
Uplift  
Laramie  
Jackson  
Target Population  
Grievance

K and J review decisions made so far. Are these clear and understood by all? Is there a general agreement of the gradients of agreement? What were the parking lot issues? What are the loose ends?

If this is solid lets walk through some real life situations. What does this look like when it works? What does it look like when it does not work?

K and J-Congratulations the foundation is set and affirmed; Lets take a break and then look to the future.

### **3:00 – 3:30 PM Break**

### **3:30 – 5:00 PM Next Steps to determine Federal Site Review Course Correction (Mary) & Evaluation (KJ to develop)**

Mary-Review Outcomes

**Outcome:** Identify critical next steps toward implementing course corrections

**Outcome:** Market significant decisions made and plans to federal partners and local stakeholders

#### **Mary**

- a. Discuss plan for sharing agreements made at the retreat with the federal partners and local partners-Mary
- b. Discuss October 16 and 17<sup>th</sup> Retreat with Able. Expectations and pre-work-Mary
- c. Brainstorm “Shining Stars on the horizon”-K and J
- d. Share your personal commitment to the future of SAGE and the children and families in Wyoming-K and J
- e. Conclusion: Verbal, what went well, what could have gone better, suggestion for the future retreat and pass out evaluation forms

Mary-Review Outcomes

Example:

Outcome: To reduce out of home placement and increase the successful transition from residential placement back into the community.

- Increased school performance.
- Increased presence in school.
- Decrease in suicide.
- Improved behavioral and emotional health – quality of life satisfaction.
- Decrease in encounters with the juvenile justice system.

What is needed at the practice level to achieve this?

- Increased use of evidence-based practices
- Trained workforce
- Culturally sensitive



- Development of local supportive resources.
- Presence and participation of family and youth voice.

What needs to happen for these practices to be adequately implemented.

- Coordination of services via collaboration between local, state and federal agencies.
- Sustained funding.
- Permanent shift in the involvement of youth and family voice at the policy level.

K and J facilitate discussion and work toward agreement.